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**From:** CAROLYN M RUFE [cmrufe@hotmail.com]  
**Sent:** Sunday, February 22, 2009 9:28 AM  
**To:** Williams, Catrice (DTC)  
**Subject:** Verizon service in Shutesbury Mass

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Catrice C. Williams,

I read an article in the Daily Hampshire Gazette published on 02/19/2009 (Northampton MA) concerning Verizon service in western Mass.

I reside in Shutesbury Mass. Most people in our state do not realize that there are towns that have never had access to cable tv or internet access other than dial-up internet. We DO NOT have access to DSL in our area of town. Despite the fact that we border Amherst MA and a five-college area, we are still looked at as a "rural" town that our phone company does not feel that they need to service appropriately for the year 2009! If the eastern part of Mass had to do all their internet business on a dial-up line for even one week, there would be outrage!

At our residence at 158 High Point Drive, Shutesbury MA 01072 we have considerable problems with our phone line. Since we have to use our land line for computer access, we have two land lines at our house. In the last 6 months both lines have had to be serviced- one for severe static and the other for loss of service (no dial tone). The line that had no dial tone was just corrected this past week. In both cases the problems were outside the house. We frequently (monthly) have static on our phone lines that comes and goes. Perhaps it would help if I called Verizon every time there is static on our line.

The phone line system within Shutesbury needs to be addressed and updated. I hope that this can be accomplished this year with Verizon promising to provide high-speed internet service to everyone in our town.

Sincerely,  
Carolyn M. Rufe  
158 High Point Drive  
Shutesbury MA 01072